

# **We Support U Insurance Summary**

This overview describes the contents of the Facility Liability Insurance (Facility Owners and Managers Liability Insurance), Comprehensive Personal Property Insurance and Cyber Risk Insurance, which Prestige Core Solutions Inc (hereafter Prestige Core Solutions: Policyholder) has contracted with Tokio Marine & Nichido Fire Insurance Co Ltd (hereafter Tokio Marine & Nichido), for We Support U members (hereafter referred to as 'members').

Actual insurance payments will be made in accordance with the policy conditions of each insurance product. In cases when the Japanese and English explanation of this information differ, the Japanese explanation shall prevail.

## **1 . About We Support U Insurance**

We Support U includes Facility Liability Insurance (Facility Owners and Managers Liability Insurance), Comprehensive Personal Property Insurance and Cyber Insurance to cover various types of damage arising from the facility, equipment and the conduct of business.

## **2 ( 1 ) . Overview of Facility Liability Insurance (Facility Owners and Managers Liability Insurance)**

Facility Liability Insurance (Facility Owners and Managers Liability Insurance) provides coverage for the damages listed in the table below that a covered member (insured person) suffers as a result of assuming legal liability in a claim for damages brought as a result of any of the following events ① or ② in the course of performing work at the facility used under the membership agreement with WeWork Japan, LLC.

- ① Bodily injury to a third party or damage to property caused by an accident in the performance of the insured's duties.
- ② Bodily injury to a third party or damage to property due to defects or mismanagement of facilities or equipment owned, used or controlled by the insured.

Covered Damages	Overview
Damages arising from legal liability	Compensation for legal damages, dispute costs, damage prevention and mitigation costs, emergency action costs, cooperation costs, etc. incurred by the insured

■Persons covered by the insurance (insured)  
We Support U Members

### **■Coverage Details**

Type of Insurance	Amount Insured (Limit of Payment)	Deductible
Facility Liability Owner and Manager Endorsement	100 Million JPY per accident (for both body and property)	0 JPY ( No deductible )
Additional Provisions on Rented Premises	50 Million JPY per facility	
Damage to Managed Assets Endorsement	1 Million JPY per accident	
Initial Response Costs (Condolence money for third parties)	100,000 JPY per person	
Initial Response Costs (Condolence money in the event of property damage)	30,000 JPY per person	
Victim treatment costs (e.g. Treatment costs in the event of bodily injury)	500,000 JPY per person	
Litigation Costs	10 Million JPY per accident	
Infringement of Personal Rights Endorsement(indemnifies against liability for infringement of the liberty, reputation and privacy of others).	500,000 JPY per person	

## **2 ( 2 ) . Major Accidents Covered by Facility Liability Insurance (Facility Owners and Managers Liability Insurance)**

Both accident cases are limited to cases where the member is legally liable for damages.

- ① Broke a window glass of the rented building during the performance of his/her duties
- ② Damaged the floor of the rented building while carrying in goods.
- ③ Accidentally damaged equipment and fixtures provided while working in a shared space.
- ④ Falling down during work and damaging other members' equipment and fixtures
- ⑤ Accidentally spilled coffee, causing burns to other members.
- ⑥ Equipment installed by a member fell and injured a guest.

## **2 ( 3 ) . Main Cases not Covered by Facility Liability Insurance (Facility Owners and Managers Liability Insurance)**

- ① Willful act by the policyholder or insured person
- ② War, upheaval, riot, disturbance or labour dispute
- ③ Earthquake, eruption, flood, tsunami or storm surge
- ④ Liability aggravated by a special agreement with another person
- ⑤ Liability for relatives living with the insured person
- ⑥ Liability arising from bodily injury suffered by the insured's employees while engaged in the insured's business

- ⑦ Leakage or discharge of steam and water from water supply and drainage pipes, heating and cooling systems, etc. and from contents from sprinklers.
- ⑧ Entry or blowing in of rain, snow, etc. from outside to inside of the building.
- ⑨ Construction work such as new building, repair, remodelling and demolition of facilities.
- ⑩ Ownership, use or management of motor vehicles, motorised bicycles, aircraft, boats or vehicles outside the premises (excluding those exclusively driven by human power, such as bicycles) or animals.
- ⑪ Food poisoning and other accidents caused by goods, food and drink sold.
- ⑫ Accidents occurring after the completion, delivery or abandonment of work and resulting from the results of that work
- ⑬ Cyber-attacks
- ⑭ Carcinogenic and other harmful properties of asbestos and asbestos substitutes (including products containing these substances).
- ⑮ Emissions, spills, leaks or releases of pollutants (provided they are unforeseen and sudden as a result of a sudden event and are discovered and notified to us within a specified period of time, they are covered for payment). or illegal dumping or improper disposal of waste
- ⑯ Liability arising from emissions and exhaust (including smoke)
- ⑰ Medical treatment and other acts prohibited by law from being carried out by non-qualified persons
- ⑱ Harmful properties or effects (including radioactive contamination and radiation damage) caused by nuclear fuel materials, nuclear raw materials, radioactive elements, radioisotopes, etc. (However, if the damage is caused by the use, storage or transport of radioisotopes for medical or industrial purposes and there has been no violation of law, the payment is covered).

### **3 ( 1 ) . Overview of Comprehensive Personal Property Insurance**

Comprehensive Personal Property Insurance covers damage to personal property covered by We Support U members caused by unforeseen and sudden accidents on Wework premises.

#### **■Personal Property Covered**

Laptops (excluding personal items or items not used for work), printers, cameras, etc.

#### **■Coverage Details**

Comprehensive Personal Property Insurance covers property owned by members. It pays for damage to the insured object (e.g. damage or breakage caused by fire, theft, etc.) caused by an unforeseen and sudden accident during the period of insurance, unless it is specified as a case in which the insurance is not payable.

Covered Damages	Overview
Damage or breakage caused by fire or theft	Compensation for repair costs incurred by the insured

Main Cases Not Covered
Damage caused by earthquakes, eruptions, tsunamis and water damage

Amount Insured (Limit of Payment)	Deductible
50,000 JPY Per Accident	0 JPY ( No Deductible )

### **3 ( 2 ) . Major Accidents Covered by Comprehensive Personal Property Insurance**

Both accident examples must fall under the movable property covered by the indemnity described in 3(1).

- ① Accidentally spilled coffee on a laptop computer while using it at work, causing it to break down.
- ② Tried to open a door while holding a camera and accidentally dropped the camera, damaging it.

### **3 ( 3 ) . Main Cases not Covered by Comprehensive Personal Property Insurance**

- ① Damage caused by war, use of force by a foreign power, revolution, seizure of power, civil war, armed rebellion or other similar events or riots.
- ② Damage caused by seizure, expropriation, confiscation, destruction or other exercise of public authority by the state or a public body (except for damage caused by the placement necessary for firefighting or evacuation).
- ③ Damage caused to any part of the insured object by natural wear and tear or deterioration, boilerscale, steaming due to the nature of the insured object, decay, discolouration, alteration, rust, mould corrosion, erosion, cavitation, cracking, peeling, skin fading, fermentation, spontaneous fever or other similar events or by rat-eating or insect-eating.
- ④ Damage caused by defects in the insured property (except for damage caused by defects which could not have been detected with reasonable care by the policyholder or the insured or by the person who manages the insured property on their behalf or by their employees).
- ⑤ Damage caused by accidents due to radioactive, explosive or other harmful characteristics of nuclear fuel material or material contaminated by nuclear fuel material or these characteristics.
- ⑥ Damage caused by the intentional or gross negligence or breach of law of the policyholder, the insured or their legal representatives.
- ⑦ Damage caused by the intentional or gross negligence or breach of law of the policyholder or his/her legal representative if a person other than those listed in ⑥ is to receive all or part of the insurance benefit (except for the amount to be received by another person).
- ⑧ Damage caused intentionally by a relative who shares the same household as the insured (provided, however, that this provision does not apply if the intention was not to cause the insured to obtain insurance benefits).
- ⑨ Damage caused by negligence or poor workmanship in repairing or cleaning the insured property (except where fire or explosion/burst occurs as a result of negligence or poor workmanship in repairing or cleaning the insured property).
- ⑩ Damage caused by electrical or mechanical accidents (i.e. accidents that are not directly caused by unforeseen and sudden external accidents and occur as a result of the action of electricity or the operation of machinery). (x) Damage caused to the insured object by an electrical or mechanical accident (except where fire, rupture or explosion occurs as a result of these accidents).

- ⑪ Damage caused to the insured object by fraud or embezzlement.
- ⑫ Damage caused by misplacement or loss of the insured object.
- ⑬ Damage caused by earthquakes or eruptions or tsunamis caused by such events.
- ⑭ Damage caused by floods, snowmelt floods, storm surges, landslides, falling rocks or other water damage due to typhoons, storms, torrential rains, etc.
- ⑮ Damage caused by processing (excluding repair, cleaning and other work) to the insured object. (xv) Damage caused after work has commenced on the insured object (excluding repair, cleaning, etc.).
- ⑯ Damage caused to intangible objects such as software or programmes (however, this provision does not apply if the damage occurs at the same time as other parts of the insured object).
- ⑰ Damage caused by the dishonest acts of servants and other employees (clause on exemption from liability for dishonest acts of servants and other employees).
- ⑱ Damage that is merely cosmetic damage such as stains, abrasions, scratches, peeling paint, etc. and does not interfere with the function of the insured object (however, if these damages occur at the same time as other damages, the insurance will be paid). (Endorsement on non-infringement of the sole damage and abrasion).
- ⑲ Damage caused by shoplifting of goods and products (shoplifting risk exclusion endorsement)
- ⑳ Damage caused to tube bulbs such as cathode-ray tubes and light bulbs (However, if they are damaged at the same time as other parts of the insured object, insurance claims will be paid.) (Endorsement on non-life insurance against damage to tubes and bulbs alone)

#### **4 ( 1 ) . Overview of Cyber Insurance**

Cyber Insurance covers damages incurred by the insured person as a result of the insured person's legal liability for suspension or interruption of another person's business or information leaks that occur on WeWork premises due to the ownership, use or management of the computer systems of WeWork Japan LLC and its members covered by the insurance (the insured persons).

■Persons Covered (Insured)

We Support U Members, WeWork Japan

■Coverage Details

Type of Insurance Coverage	Amount Insured (Limit of Payment)	Deductible
Liability	10 Million JPY per accident/per company	0 JPY ( No Deductible )

Main Cases Not Covered
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Forensic investigation fees and other costs
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#### **4 ( 2 ) . Major Accidents Covered by Cyber Insurance**

Both accident cases are limited to cases where the member is legally liable for damages.

- ① Unauthorised access made to a computer used by a member, and customer information stored on the computer was leaked.
- ② A member opened an attachment containing a virus and the network in the WeWork facility stopped.
- ③ A member's computer was stolen and the customer information stored on the computer was leaked.

#### **4 ( 3 ) . Main Cases not Covered by Cyber Insurance**

- ① The amount spent on forensic investigation costs and other expenses.
- ② Intentional acts of the policyholder or insured person
- ③ War, disturbance, riot, civil commotion or labour dispute
- ④ Earthquake, eruption, flood, tsunami, storm surge
- ⑤ Aggravated liability due to special provisions
- ⑥ Liability borne by the insured for damage to property owned, used or controlled by the insured and for which the insured has a legitimate right (e.g. ownership)
- ⑦ Liability to relatives living with the insured person.
- ⑧ Bodily injury sustained by the insured's employees while engaged in their work
- ⑨ Drainage and exhaust (including smoke)

## **5 . For Further Information**

We Support U General Support Desk is not able to answer inquiries about the coverage details of We Support U Insurance or provide details regarding whether or not insurance claims can be paid. In the event of an accident or enquiry about coverage, please contact the General Support Desk first, and a representative from the insurance handling agency listed below will contact you.

General Support Desk	We Support U General Support Desk Phone : 0120-239-998
Insurer	Tokio Marine & Nichido Fire Insurance Co., Ltd. Sampo Japan Insurance
Insurance Agency	Life Plaza Partners, Tokyo FA Second Sales Department (Contact: Morimura) Phone : 03-5322-7212 Mail : <a href="mailto:info@mmcllc.jp">info@mmcllc.jp</a>